



LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH
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TO: Each Supervisor
Robin Kay for
FROM: Marvin J. Southard, D.S.W.
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SUBJECT: **COUNTY PERFORMANCE OUTCOMES 2011-12**

Attached please find the Executive Summary for the County of Los Angeles Department of Mental Health (LAC-DMH), Program Support Bureau, Quality Improvement Division's Annual County Performance Outcomes Summary Report by Service Area and Countywide for 2011-12. In 2006 the Los Angeles County Board of Supervisors approved the County Strategic Plan Guiding Coalitions' recommendations to improve the effectiveness of services delivered by social service contractors. As a result, the LAC-DMH converted to Performance Based Contracting and annual measurable Performance Outcomes on January 1, 2008. Within the Department of Mental Health, contractual authority for these functions is cited in the Legal Entity Agreement, Paragraph 10, Performance Standards and Outcomes Measures. This Consumer Satisfaction Survey Project was completed in collaboration with the University of California, Los Angeles (UCLA), Integrated Substance Abuse Programs (ISAP), Department of Psychiatry and Biobehavioral Sciences.

The full report is available online at: <http://psbqi.dmh.lacounty.gov/qi.htm>. Should you have any questions or concerns related to this annual report, please contact the Program Support Bureau, Quality Improvement Division, Martha Drinan, RN, MN, at (213) 251-6732 or Vandana Joshi, Ph.D., at (213) 251-6723.

MJS:DM:MD:mg

Attachment

c: Health Deputies
Robin Kay, Ph.D.
Dennis Murata, MSW

**County of Los Angeles—Department of Mental Health
Program Support Bureau**

**County
Performance
Outcomes
Report
Fiscal Year
2011-12
Executive
Summary**



Marvin J. Southard, D.S.W.
Director of Mental Health

The County of Los Angeles Department of Mental Health (LAC-DMH) in collaboration with the UCLA Integrated Substance Abuse Program (ISAP) administered the County Performance Outcomes Surveys at directly operated and contracted Outpatient Clinics, Day Treatment Programs, as well as Outpatient Fee-For Service (FFS) providers for a ten-day period from February 13-27, 2012. Surveys were administered to four consumer groups: 1. Youth Services Survey–Family (YSS-F) for family members of consumers 0-17 years; 2. Youth Services Survey (YSS) for 13-17 years; 3. Adult for 18-59 years; and 4. Older Adult for 60+ years. This is a summary report for the eight (8) Service Areas (SAs) and Countywide which contains: the County Performance Outcomes (7-survey items) in accordance with the Board of Supervisors County Performance Outcomes survey requirements. For trending comparisons, historical State Performance Outcomes for May 2008, November 2008, and May 2009 are also included herein.

COUNTYWIDE RESPONSE RATE

There were 31,031 "Surveys Received" from Outpatient Clinic and Day Treatment Programs and an additional 736 "Surveys Received" from Outpatient FFS providers.

All Surveys Received are subject to an algorithm that excludes incomplete surveys prior to computing Survey Completion Rates. The remaining surveys that meet the criteria for data analyses are the "Surveys Completed." There were 26,962 "Surveys Completed" from Outpatient Clinic and Day Treatment Programs and 668 "Surveys Completed" from Outpatient FFS providers. Significance Testing was completed by SA and Demographics for the survey indicators.

- The County Performance Outcomes Response Rate from Outpatient Clinic and Day Treatment Programs was 46.5% for Surveys Received and 40.4% for Surveys Completed.
- The County Performance Outcomes Response Rate from Outpatient FFS providers was 12% for Surveys Completed.
- SA 2 had the highest Surveys Received and Surveys Completed, followed by SA 8 and SA 7.
- There were 4,069 or 13.1% Surveys Received from Outpatient Clinic and Day Treatment Programs with a Reason Code for not completing the surveys. There are four (4) possible Reason Codes, and the highest percent for all Age-Groups was "Other" at 49.9%. Older Adults at 26.6% had the highest percent Reason Code for "Language" for not completing the surveys. The remaining reason codes for not completing the surveys are: Refused and Impaired.

COUNTY PERFORMANCE OUTCOMES

The following is a summary of the rank order results for directly operated and contracted Outpatient Clinics and Day Treatment Programs.

- Surveys completed for all Age-Groups at 89.7% agreed with: "Services were available at times that were convenient."
- Surveys completed for Adults and Older Adults at 88.8% agreed with: "Staff was willing to see me as often as I felt was necessary."
- Surveys completed for YSS and YSS-F at 87.4% agreed with: "I felt my child/I had someone to talk to when he/she/I was troubled."

- Surveys completed for all Age-Groups at 87.1% agreed with: "Location of services was convenient."
- Surveys completed for all Age-Groups at 86.1% agreed with: "Staff were sensitive to my cultural/ethnic background."
- Surveys completed for YSS and YSS-F at 84.8% agreed with: "In a crisis, I would have the support I need from family or friends."
- Surveys completed for YSS and YSS-F at 73.2% agreed with: "My child/I get along better with family members."
- Surveys completed for Adults and Older Adults at 72.4% agreed with: "I deal more effectively with daily problems."
- Surveys completed for all Age-Groups at 63.5% agreed with: "I'm doing better in school and/or work."
- Surveys completed for Adults and Older Adults at 60.7% agreed with: "My symptoms are not bothering me as much."

FEE-FOR SERVICE (FFS) COUNTY PERFORMANCE OUTCOMES

The following is a summary of the rank order results for Outpatient FFS County Performance Outcomes.

- Surveys completed for all Age-Groups at 92.4% agreed with: "Services were available at times that were convenient."
- Surveys completed for Adults and Older Adults at 92.3% agreed with: "Staff was willing to see me as often as I felt was necessary."
- Surveys completed for all Age-Groups at 91.8% agreed with: "Staff were sensitive to my cultural/ethnic background."
- Surveys completed for YSS and YSS-F at 90.2% agreed with: "I felt my child/I had someone to talk to when he/she/I was troubled."
- Surveys completed for all Age-Groups at 89.8% agreed with: "Location of services was convenient."
- Surveys completed for YSS and YSS-F at 87.9% agreed with: "In a crisis, I would have the support I need from family or friends."
- Surveys completed for Adults and Older Adults at 86.4% agreed with: "I deal more effectively with daily problems."
- Surveys completed for YSS and YSS-F at 78.5% agreed with: "My child/I get along better with family members."
- Surveys completed for Adults and Older Adults at 74.7% agreed with: "My symptoms are not bothering me as much."
- Surveys completed for all Age-Groups at 55.1% agreed with: "I'm doing better in school and/or work."

SUMMARY OF RECOMMENDATIONS

- Implement strategies to increase the response rates especially for YSS and Older Adults.
- Consider more tailored instructions and/or assistance as well as strategies for improving survey completion especially for low responders such as non-English and non-Spanish speaking Older Adults.
- Consideration should be given to tailoring survey items to ensure each is developmentally relevant. For example, Older Adults who are not in school or the workforce cannot be expected to demonstrate improved performance in these domains.

This Report is also available online at: <http://psbqi.dmh.lacounty.gov/QI.htm>